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**Defense Commissary Agency  
Headquarters  
Directorate of Program Management  
Infrastructure Division**

**Global Network Services (GNS)**

**Performance Work Statement  
For Support Services  
R3094117**

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## **1.0 Introduction**

The Defense Commissary Agency (DeCA) operates approximately 264 commissaries worldwide to provide a premier quality of life benefit to the armed services. To accomplish this mission DeCA is dependent upon its global infrastructure to support its core mission of selling groceries through its retail point of sale (POS) system and services, and other business functions such as, debit and credit card transaction authorizations, “just in time” product ordering, shipping, receiving, invoicing and billing, email, and payroll and personnel management. The integrity and reliability of this infrastructure is paramount to fulfilling its mission objectives in a manner that prevents unauthorized disclosure of data and unauthorized access to the infrastructure and sensitive business, personnel and customer data.

## **2.0 Background**

DeCA must acquire Network Operations Center (NOC) services to support the global network infrastructure. DeCA must maintain Information Assurance (IA), Computer Network Defense (CND), and Critical Infrastructure Protection (CIP) programs. This Performance Work Statement (PWS) sets forth DeCA’s objectives that must be met when acquiring the NOC support and maintaining the IA, CND, and CIP programs.

## **3.0 Objective**

The services provided under this PWS will enable DeCA’s Infrastructure/Network and Communications (Netcom) Support Division to meet its operational support requirements in support of the Agency’s mission. Timely, quality and cost-effective support by competent personnel that are able to meet federal and Department of Defense background check requirements is an inherent capability necessary for meeting the support requirements of this PWS.

Appendix G summarizes many of the technologies and tools used to support, manage and maintain DeCA’s network infrastructure. Services requested in this PWS include:

### ***3.1 NOC Level 2 Support:***

- NOC Level 2 24x7 LAN, WLAN, WAN support
- NOC Level 2 cable plant support
- Network Security Operations Center 24x7 Intrusion Detection System network monitoring support

### ***3.2 NOC Level 3 Support:***

- NOC Level 3 WAN, WLAN support
- NOC circuit provisioning and billing reconciliation
- Emergency on-site LAN, WLAN, WAN assistance from NOC Level 2 and 3 support staff

### ***3.3 NOC Level 4/ Network Security Operations Center (NSOC) Support:***

- Network Security and monitoring

### **3.4 *NOC Circuit Provisioning and Circuit Support***

- Provisioning of Voice and Data Circuits
- Telecommunications Expense Management
- Billing Reconciliation

### **3.5 *Network Infrastructure Support, LCM and Warehouse:***

- On-Site support for Network Infrastructure, Store Sustainment, Life Cycle Management (LCM), and equipment warehousing

### **3.6 *Telephone Systems and Site Construction***

- Provide site support for telephony communications, travel to commissaries for site surveys, provide support for site upgrades and installs

### **3.7 *Sustainment, Firewall, and Project (SFP) Support***

- SFP Support, Telephone Systems and Site Construction Support, Senior Systems Architect/SME Support, Wireless Project Management, VOIP

### **3.8 *Program Support Services***

- Produce technical documents, maintain technical drawings, format and prepare upcoming projects

## **4.0 Contract Type**

A Time and Materials order shall be used for this effort.

## **5.0 Scope**

To meet the objectives of this PWS it is expected that the contractor shall provide personnel with sufficient education, experience, and knowledge to perform all the functions needed as defined in 3.0 Objective.

The Government estimates these requirements may increase up to 25% over the life of the Task Order and reserves the right to unilaterally increase the task order ceiling accordingly.

## **6.0 Period of Performance**

Support shall be required from date of award and continue until September 30, 2010 with four 12-month optional performance periods. A 30-day 'transition period' may be allowed from the date of the award if necessary.

### **Anticipated period of performance:**

**Award Date: March 12, 2010**

**Base Period: April 12, 2010 – September 30, 2010**

**Option Period 1: October 1, 2010 – September 30, 2011**

**Option Period 2: October 1, 2011 – September 30, 2012**

**Option Period 3: October 1, 2012 – September 30, 2013**

**Option Period 4: October 1, 2013 – September 30, 2014**

## **7.0 Personnel Qualification Guidelines**

### **7.1 *Network Operations Center Contractor Support Lead***

The Network Operations Center Contractor Support Lead shall:

- Serve as an active member of one of the NOC Level 3 or 4 support areas.
- Coordinate activities, policies and procedures (with government oversight), and manage voice mail accounts. Develop, distribute, file, and maintain drawings and circuit update reference material. Create, maintain, file, and distribute relevant DeCA documentation using existing DeCA office automation products. Assure DeCA office automation is employed in all situations.
- Prepare and submit the Monthly Status Report under CDRL A001 as described in the deliverables chart para 13.3. Assign responsibility for and insure that CDRL A002 through A006 is submitted as required or requested.

## ***7.2 Network Operations Center Level 2 LAN/WLAN Support***

The contractor shall provide NOC Level 2 support and maintain the DeCA Local Area Networks (LANs), Virtual LANs (VLANs), Wireless LANs (WLANs) and limited Wide Area Network (WAN) support. Support is required 24 hours a day, 7 days a week. During off-hours, the 7x24 support function may be assumed by the 7x24 IDS monitoring staff in order to meet this requirement. The contractor shall insure the off-hours support is provided. The contractor shall:

### ***7.2.1 Help Desk Support***

- Review network Customer Assistance Office (CAO) reported problems and assist customers. The DeCA trouble ticket system is to be employed to open, process, and close trouble tickets. Establish and staff a Help Desk to help resolve problems.
- Troubleshoot and resolve store LAN and WLAN problems and store WAN access problems. Report circuit outages to vendor, notify designated addressees of complete store outages, and maintain hourly contact with service providers until problems are resolved.
- Troubleshoot and resolve Region and HQ office LAN problems.
- Troubleshoot and resolve store network components such as Ethernet switches, IP routers, and wireless AP's, against hardware failures and communications equipment uninterruptible power source problems.
- Ensure all network configuration changes are performed in accordance with the Agency's Network Change Control Procedures
- Properly administer commissary Ethernet switches, IP routers, wireless access points, possessing the knowledge to properly configure and troubleshoot Port Security, Dot1Q Trunking and IP routing
- Knowledgeable with Cisco Wireless network components to include Cisco Light Weight Access Points (LWAPP), Cisco Autonomous Access Points, Cisco Wireless LAN Solution Engine (WLSE) and Cisco Wireless LAN Controller (WLC).
- Utilization of Cisco WLSE to discover new devices, remove old devices, update access point configurations and update access point firmware/IOS.
- Travel as required, up to **25% of the time**. Submit Trip Reports under CDRL A002.
- Summarize component configuration changes under CDRL A005. Provide input for or submit additional CDRLs as needed, directed or assigned.

## ***7.3 NOC Level 3 WAN Support***

The contractor shall provide WAN support and maintain the global network at DeCA HQ. Support is required 24 hours a day, 7 days a week, and includes the following:

- Provide NOC Level 2 Support (and CDRLs) as requested or needed.
- Perform problem analysis and resolution on issues concerning IP routing, VLANs Layer 2 & 3, VLAN Trunking and WAN circuit faults.

- Properly Administer Network Access Server Accounts utilizing Cisco ACS software to include creation, changes and deletions, and to resolve user problems.
- Manage all aspects of IP address assignments. Maintain the IP address assignment database and assignment of addresses for DeCA sites. Use Access Control Lists (ACL) or the current control mechanism to control assignments. Maintain the ACL's.
- Maintain DeCA network integrity, possessing complete knowledge of configuring, applying, and maintaining IP router Access Control Lists and Extended Access Control Lists as well as IP router firewall and IDS configurations.
- Perform IP Router IOS upgrades, Ethernet Switch IOS/Firmware Upgrades, and Wireless Access Point IOS/Firmware Upgrades.
- Utilize Cisco Works RME and Enterasys NetSight software for the purpose of managing network component (IP Router and Ethernet Switches) configurations.
- Provide dial backup (DB) support and resolve dial backup problems. Identify phone line requirements and assure correct phone lines are acquired. Configure, test, ship, and deploy routers and modems at required locations. Implement, deploy, and test DB configurations.
- Ensure all network configuration changes are preformed in accordance with the Agency's Network Change Control Procedures.
- Perform Wireless Site Survey and prepare wireless site survey report for management review.
- Perform standard installation/mounting of wireless network components to include Cisco Access Points, mounting hardware and antennas.
- Itemize all equipment shipped, configured, installed, updated, replaced, or reconfigured and submit under CDRL A005.
- Provide Emergency On-Site support with travel to other locations up to **40% of the time**. Submit Trip Reports under CDRL A002.

#### **7.4 NOC Level 4/NSOC Network Intrusion Detection Monitoring and Support**

The contractor shall be responsible for all Intrusion Detection (ID), Network monitoring and support functions. Routine and ad hoc reports shall be submitted under CDRL A006.

The contractor shall:

- Assist with the deployment of the wired and wireless Network Intrusion Detection and Intrusion Prevention systems at DeCA Fort Lee facilities and remote sites.
- Manage accounts, network rights, and access to specialized CND systems (e.g., intrusion prevention systems) and Network Enclave (NE) systems and equipment.
- Implement C&A requirements for specialized CND systems within the NE or enclave, and document and maintain records for them.
- Analyze system performance for potential security problems.
- Plan and schedule the installation of new or modified hardware, operating systems, and software applications ensuring integration with IA security requirements for the enclave. Perform system administration on specialized CND applications and systems (e.g., Audit/Remediation) to include installation, configuration, maintenance, and backup/restore.
- Assess the performance of IA security controls within the NE.
- Identify IA vulnerabilities resulting from a departure from the implementation plan or that were not apparent during testing.
- Examine enclave vulnerabilities and recommend actions to mitigate them.
- Configure, optimize, and test network monitoring equipment to ensure they comply with security policy, procedures, and technical requirements. Assure the installation and

correct operation of the Intrusion Detection System (IDS) software, and manage updates and changes using DeCA Configuration Management guidelines. Updates must be timely and documented in a Government specified format and submitted under CDRL A006.

- Monitor appropriate security bulletins and report any security issues that may impact the IDS to the DeCA Computer Network Defense Service Provider (CNDSP) Manager, CNDSP Incident Responders, DeCA CIRT Leader, other CNDSP related personnel and DeCA Information Assurance personnel. IDS logs, databases, and security incident response reports are to be prepared and maintained. IDS activities and status are to be reported on a weekly, monthly, quarterly, and annual basis (see A004 for format).
- Perform analysis of log files from a variety of sources within the NE or enclave, to include individual host logs, network traffic logs / packet captures, firewall logs, and intrusion detection system logs at least daily.
- Characterize and analyze network traffic to identify anomalous activity and potential threats to network resources.
- Assist in the construction of signatures which can be implemented on CND network tools in response to new or observed threats within the NE or enclave.
- Administer CND test bed and test and evaluate new CND applications, rules/signatures, access controls, and configurations of CND-SP managed platforms.
- Be responsible for Network monitoring on a 24-hour basis, 7 days a week on DeCA's global unclassified network and small classified network. Receive and analyze network alerts from various sources within the NE or enclave and determine possible causes of such alerts. Coordinate with enclave CND staff to validate network alerts. Notify CND managers, CND incident responders, and other CND-SP team members of suspected CND incidents and articulate the event's history, status, and potential impact for further action.
- An analysis of any suspicious internal and/or external action must be accomplished and reported to DeCA CNDSP management based on established guidelines. The analysis shall include classification of the event in accordance with CJCSM 6510.01 (DoD IA & CND) and DeCA Directive 35-36 and Handbooks. When there is a perceived threat take action to repel such action and disconnect the unauthorized connection using IDS techniques. Suspicious activity and actions taken due to the activity must be reported under CDRL A004.
- Perform event correlation using information gathered from a variety of sources within the NE or enclave to gain situational awareness and determine the effectiveness of an observed attack.
- Maintain a master log that articulates shift activities, history and status to ensure proper turnover between shifts.
- Prepare and maintain appropriate network monitoring, special CND systems operation and event correlation standard operating procedures. Prepare and maintain appropriate network drawings associated with the network monitoring / special CND systems.
- Ensure that at least two CND analysts are on the unclassified network watch floor on all shifts. One Senior CND Analyst should be present during some part of all shifts.

#### 7.4.1 SOC CNDSP Services Support

- The Contractor shall be responsible for supporting DeCA's Computer Network Defense Services Provider program. Routine and ad hoc reports shall be submitted under Deliverable 0006. The Contractor shall:
- Assist Obtaining STRATCOM Tier 2 CNDSP Certification

- Contactor personnel shall assist DeCA in obtaining this certification. Appendix F provides an overview of the certification requirements.
- Provide Blue Team Support
- Chairman of the Joint Chiefs of Staff Manual (CJCSM) 6510.01, Change 3, defines a Blue Team as: a cooperative effort by an interdisciplinary team to review, assess and document vulnerabilities as a means to improve the security posture of information systems. The Contractor shall provide Blue Team activities, along with other DeCA personnel, including IT Information Assurance (IA) staff. They shall schedule and/or perform vulnerability testing and analysis based on Government direction.
- Response to Red Team Activity
- The Committee on National Security Systems (CNSS) Instruction 4009 defines a Red Team as: an independent and focused threat-based effort by an interdisciplinary, simulated adversary to expose and exploit vulnerabilities as a means to improve the security posture of information systems. DeCA will acquire Red Team services from those DoD entities certified to provide this service. The Contractor shall respond to Red Team activities by performing an attack and vulnerability analysis, proposing risk mitigations strategies and implementing suitable mitigations as approved and directed by the DeCA Team Lead.
- Provide Vulnerability Analysis and Assessments (VAA) Support
- The Contractor (VAA Analyst(s)) shall conduct vulnerability analysis and penetration testing during Information Assurance Readiness Reviews (IARR), Security Readiness Reviews (SRR), Secret Internet Protocol Router Network (SIPRNet) Compliance Validation (SCV), and Unclassified but Sensitive Non-secure Internet Protocol Router Network (NIPRNet) Compliance Validation (NCV). The Contractor shall conduct regularly scheduled automated network based vulnerability scans, analyze the results, and forward a report to the Network Information Assurance Officer (NIAO)/Network Security Officer (NSO) and Information Assurance Program Management Office (IA-PMO). These automated vulnerability scans shall be conducted with DoD's Secure Configuration Compliance Validation Initiative (SCCVI) tool (currently eEye's Retina) and other DeCA licensed or open source tools. The Contractor shall maintain a repository of the automated network based vulnerability scans through use of SCCVI capabilities (currently REM) and assist DeCA with DoD reporting requirements.
- Provide Incident Response
- The Contractor (Incident Analyst / Investigator(s)) shall work with DeCA first responders and help the Computer Incident Response Team (CIRT) Leader guide first responder actions. The Contractor shall recommend actions to the DeCA CIRT Leader to be taken in response to an on-going or post discovery incident; this may include port or protocol blocks or other actions. The Contractor shall conduct all incident handling IAW applicable DoD policies on identified systems with the DeCA system and network administrators to determine if an incident occurred. The Contractor shall provide reports using DoD established formats to include operational impact.
- Provide Incident Response - Analysis
- The Contractor (Incident Analyst / Investigator(s)) shall provide a full analysis of incidents to the DeCA Computer Incident Response Team Leader, Network Information Assurance Officer (NIAO)/ Network Security Officer (NSO) and Information Assurance - Program Management Office (IA-PMO). The full analysis shall comply with the provisions of CJCSM 6510.01 Change 3, SD 527-1, DoDD 8530.1, DoDI 8530.2 and all other relevant DOD directives, Communication Tasking Orders (CTO), and other instructions. The full analysis shall include but not be limited to the correlation of event logs from different systems and devices to include firewall logs, IDS alerts, packet

captures, and host logs; the capture of and examination of forensic images of system physical memory (RAM and swap space) and hard drives; comparison of data (system baseline) from the JTF-GNO Host Based Security System (HBSS) with current system processes and files; the collection and inspection of system state information for current users, processes, services and network connections; reverse engineering of suspected malware found in the response, and other types of analysis as directed. The analysis shall be based on: (1) live incident response techniques and tools; (2) digital forensic investigation techniques and tools; (3) current attack or malicious code information; and (4) experience of the analysts. The Contractor shall be familiar with open source tools such as the Sleuthkit and Autopsy as well as commercial tools such as EnCase.

- Provide Incident Reporting
- The Contractor (Incident Analyst / Investigator(s)) shall assist the DeCA CIRT Lead in reporting detected events and potential incidents that are detected. Reporting shall comply with the provisions of CJCSM 6510.01 Change 3, DoDD 8530.1, DoDI 8530.2 and all other relevant DOD directives, Communication Tasking Orders (CTO), and other instructions. Reports shall be made in the format, means and timeframes dictated in these directives and instructions. These events/incidents shall be reported directly to and forwarded to higher DOD authorities if the incidents are confirmed. The Contractor shall assist the DeCA CIRT Leader in populating the Joint CERT Database (JCD) with appropriate incident information.

#### 7.4.2 Payment Card Industry (PCI) Support

The contractor shall provide the necessary tools and knowledge to support PCI store and headquarter functions. This position may be filled by the Information Assurance Officer; however, the contractor must possess significant knowledge of 1-3 years of experience in the Payment Card Industry or the contractor must hands on experience with PCI and must be able to obtain the PCI PA-DSS training and certification within 6 months of hire. In reference to [https://www.pcisecuritystandards.org/security\\_standards/pci\\_dss.shtml](https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml), the contractor shall:

##### *7.4.2.1 Build and Maintain a Secure Network*

- Install and maintain a firewall configuration to protect cardholder data
- Do not use vendor-supplied defaults for system passwords and other security parameters

##### *7.4.2.2 Protect Cardholder Data*

- Protect stored cardholder data
- Encrypt transmission of cardholder data across open, public networks

##### *7.4.2.3 Maintain a Vulnerability Management Program*

- Use and regularly update anti-virus software
- Develop and maintain secure systems and applications

##### *7.4.2.4 Implement Strong Access Control Measures*

- Restrict access to cardholder data by business need-to-know
- Assign a unique ID to each person with computer access
- Restrict physical access to cardholder data

##### *7.4.2.5 Regularly Monitor and Test Networks*

- Track and monitor all access to network resources and cardholder data
- Regularly test security systems and processes

#### *7.4.2.6 Maintain an Information Security Policy*

- Maintain a policy that addresses information security

### **7.5 NOC Circuit Provisioning & Circuit Support**

The contractor shall provide the following support as part of a team in coordination with the government. As part of the team, the contractor shall:

#### **7.5.1 Billing Support**

Analyze and resolve billing problems, obtain and review monthly circuit bills for completeness and accuracy, and identify and resolve circuit bill problems with service providers and local exchange carriers.

#### **7.5.2 Leased Budget Support**

Develop and monitor leased communications budgets and recommend changes as necessary.

#### **7.5.3 Circuit Support**

Prepare DoD Telecommunications Service Requests (TSR's) for changing, ordering, and/or deleting voice and data circuits through DITCO. Prepare vendor orders when necessary. Monitor circuit installations and resolve issues, and provide management status reports and recommended changes as appropriate. Validate quality and accuracy of orders, and serve as base/post/garrison service provider coordinator. Maintain hard copies of all circuit documentation. Process and store email messages in circuit folders.

#### **7.5.4 Contract Support**

The contractor shall assist the government in identifying data communication requests and recommending contract changes when needed.

### **7.6 Network Infrastructure Support, LCM and Warehouse**

The contractor shall provide Sustainment Support services as outlined in this Section and described in other areas of this PWS. Appendices D and E list DeCA locations that will require support under this PWS. Deliverables 0001 through 0006 shall be submitted for all tasks under this PWS, as appropriate.

#### **7.6.1 Project Management**

The contractor shall prepare site visit schedules based on priorities (Deliverable 0005), coordinate program activities with appropriate organizations and individuals, plan and facilitate scheduling and training meetings, validate correctness of technical specifications for equipment, manage use of program equipment, provide logistics for inventory and warehouse management, and provide status reports to the DeCA Infrastructure Division manager, or his representative.

#### **7.6.2 Provide "Feet on the Street" or On-Demand Support**

When required by the DeCA Infrastructure/Infrastructure Division manager, or their representative, dispatch appropriate personnel to resolve problems or provide limited scope support at remote locations.

##### **7.6.2.1 *Emergency On-Site Support Services***

This type of service will occur with little or no advance notice. Skills required for this service are the same as that required for NOC Level 2 or 3 support personnel. The purpose of this type of

support shall be to resolve on-going problems with the LAN, WLAN or WAN access at remote DeCA locations, primarily in the U.S.

#### *7.6.2.2 Store/CDC LAN, WLAN and WAN Access Support*

- Review network HQ Help Desk reported problems and assist customers as needed and/or directed.
- Utilize the DeCA trouble ticket system to open, process, and close support and trouble tickets.
- Troubleshoot and resolve regional office and HQ office LAN and WLAN problems, as assigned.
- Troubleshoot and resolve store/CDC communications equipment uninterruptible power source problems, as assigned.

#### *7.6.2.3 Indoor Cable Plant Support*

- Provide data and voice cable plant support to perform all aspects of fiber install, fabrication, splicing, termination, and certification. Perform all aspects of effort associated with fiber network media, patch panels and cabinets. Perform all aspects of effort with UTP cabling, crossover cabling, and backbone and horizontal cabling.
- Configure and install vendor network components including, switches, access points, wireless encryption devices, and preconfigured routers as needed. Assure all required inspections and certifications are accurate and complete.
- Assure task completion and appropriate documentation is complete, including cable dressing, labels and tags.
- Coordinate requests for shipment of replacement network components with DeCA NOC Level 3 personnel.
- Itemize all equipment shipped, configured, installed, updated, replaced, or reconfigured and submit under Deliverable 0003.
- Provide Emergency On-Site support with travel to other locations, as directed.

#### *7.6.2.4 Okinawa “Feet On the Street” Support*

The contractor shall support in DeCA’s overseas “WestPac” region located in Okinawa, Japan.

#### *7.6.2.5 Limited Scope Infrastructure Upgrades or Changes*

This type of service will be planned a minimum of 30 days in advance. The purpose of this type of support will be to perform specific equipment configuration or type changes at pre-determined locations. DeCA will identify the scope of services and work with the contractor to establish both the priority and schedule for completing the services.

#### 7.6.3 Indoor Cable Plant Repair, Replacement, Installation and Removals

The contractor shall provide personnel capable of installing, repairing, replacing, and removing copper and fiber cable at DeCA locations. Appendix H summarizes typical DeCA indoor cable plant specifications. The contractor shall:

- Provide data and voice cable plant support to perform all aspects of copper and fiber install, fabrication, splicing, termination, and certification. Perform all aspects of effort associated with fiber network media, patch panels and cabinets. Perform all aspects of effort with UTP cabling, crossover cabling, and backbone and horizontal cabling.

- Assure task completion and appropriate documentation is complete, including cable dressing and labels and tags.
- Report Final Site Project documentation under Deliverable 0004. Provide input for or submit additional Deliverables as needed, directed or assigned.

#### 7.6.4 Store/CDC Technology Sustainment Support

The contractor shall develop a technology (tech) sustainment program based on visiting approximately 60 sites per year on a 4-5 year cycle. The program shall provide a technology refresh using DeCA's current networking technology baseline. The network technology baseline typically consists of IP network routers, switches, wireless technology, including encryption devices and associated end user equipment such as wireless hand held terminals, and point of sale terminals, uninterruptible power sources, wiring closet equipment, patch panels and patch cables as well as the supporting indoor fiber and copper cable plant. The focus of this program is the commissary, but it may include central distribution centers (CDC's) and other DeCA locations.

The number of sites to be visited, the volume of equipment to be replaced, and the amount of indoor cabling work to be performed is dependent up DeCA's annual funding for this program and current operational requirements. The services provided under this section of the PWS will be compared against the services provided by SPAWAR Norfolk to determine the cost benefit of utilizing these services under this contract.

The contractor should plan on demonstrating their capabilities for providing this service during the first six months of the contract base year. This capability will be demonstrated at approximately three (3) Technical Refresh Pilot sites to be identified by DeCA after issuance of a suitable delivery/task order. The contractor's capability for providing this service, the quality of service demonstrated and funding availability will be evaluated prior to making any decision on further work under this section of the contract. Work under this section, as well as the entire PWS, will be solely at the Government's discretion.

The contractor shall:

- Conduct site surveys to include but not limited to voice and data cable drops and termination equipment, networking equipment locations, power requirements, UPS requirements, cooling requirements, LAN requirements, WLAN requirements, circuit requirements, equipment configurations, IP address assignments, and other networking and security related requirements.
- Maintain store network infrastructure equipment to keep the store current with the DeCA technology baseline and standards, and ensure configurations meet current standards.
- Open trouble tickets when problem requires support from outside the location of the problem.
- Configure and install GFE network components including, switches, access points, wireless encryption devices, and preconfigured routers as needed. Assure all required inspections and certifications are accurate and complete.
- Provide Cable Plant support services as needed; see Paragraph 7.6.3

#### 7.6.5 Warehousing Services/Depot Level Support

The contractor shall establish and manage a Warehouse Services Program encompassing all aspects of the purchase of equipment, configuration, shipping, and installation of various types of equipment, cabinets, copper and fiber cable, and associated supporting items to be immediately available to support DeCA's networking requirements. Warehousing services shall include:

- Providing a secure equipment storage and work area to meet operational requirements as described in this PWS

- An inventory control and tracking process
- Maintain an adequate supply of described equipment so that there is no interruption in work force operation
- Disposal of de-installed and obsolete equipment based upon DeCA's requirements
- Management of equipment repair
- Management of shipping and receiving equipment
- Configuration control
- Property/equipment accountability managed based upon DeCA requirements
- Be financially responsible for missing equipment and material or unaccounted for inventory shrinkage
- Monthly activity, inventory, and budget reports are required
- Daily status reports are required for all field work via email

## **7.7 Telephone Systems and Site Construction**

### **7.7.1 Store Telephone Services**

#### **7.7.1.1 Telephone System and Facility Telephone Support**

The contractor shall provide life cycle management activities and telephone system support responsibilities as described below. Submit Trip Reports under CDRL A002 and technical reports under CDRL A003 as appropriate. Travel to other locations is estimated to be 75% or more of the time.

#### **7.7.1.2 Construction Support**

The contractor shall assist with the planning and management of new and renovated DeCA construction projects to monitor data and voice cabling, to perform site surveys for the IT infrastructure, and attend construction design meetings and provide input for necessary changes and documentation.

#### **7.7.1.3 Telephone System Support**

The contractor shall notify the government when system maintenance and support contracts need renewal, or are expiring on existing T-1/POTS telephone services.

## **7.8 Sustainment, Firewall, and Project (SFP) Support**

DeCA has a team in the Network Operations Branch that provides network sustainment, firewall support, and networking project support services in support of the DeCA mission. Contractor staff is required to augment the services provided by this team:

### **7.8.1 Firewall, Proxy and VPN Support**

Firewall, proxy and VPN support shall include, but is not limited to:

#### **7.8.1.1 Perform all aspects of firewall, proxy and VPN installation, configuration, sustainment, upgrade, replacement and removal support following approved guidelines.**

- Provide standard configuration management for DeCA's global network (VPN, firewall, proxy, wireless security, remote access) utilizing agency change control and management processes.
- Provide comprehensive network problem analysis, problem resolution, support and optimizations.

- Conduct performance analysis and develop recommendations for resolving performance problems; implement same when approved.
- Implement configuration changes to maintain DITSCAP/DIACAP certification requirements.
- Research and recommend new technologies for integration into DeCA's architecture
- Provide backup support as described above

#### *7.8.1.2 Advanced Networking Support*

Support shall include, but is not limited to:

- Perform all aspects of network switch, router, and wireless installation, configuration, sustainment, upgrade, replacement and removal support following approved guidelines.
- Provide standard configuration management for DeCA's global network (switch, router, wireless, remote access, CIC and Network General) utilizing agency change control and management processes.
- Provide network infrastructure design and engineering recommendations and support
- Manage installation and startup of new networking technologies, as directed.
- Provide network support application support for CiscoWorks, TACACS, Cisco Information Center, DNS, Netvigil and Network General, and others as needed.
- Provide program control services and implement network infrastructure upgrades and system integrations, as approved.
- Provide comprehensive network problem analysis, problem resolution, support and optimizations.
- Conduct performance analysis and develop recommendations for resolving performance problems; implement same when approved.
- Implement configuration changes to maintain DITSCAP/DIACAP certification requirements.
- Research and recommend new technologies for integration into DeCA's architecture. Report under Deliverable 0003.
- Provide backup support as described above

#### *7.8.1.3 Common support areas*

Common support areas shall include, but are not limited to:

- Provide NOC Level 2 support only when its workload exceeds the available staffing and service level escalations or supervisory guidance directs such support. The Contractor shall provide NOC Level 2 support as a critical component of the HQ Help Desk and maintain the DeCA Local Area Networks (LANs), Wireless LANs (WLAN's) and provide limited Wide Area Network (WAN) support. Support is provided 24 hours a day, 7 days a week (24x7). The Contractor shall:
- Store/CDC LAN, WLAN and WAN Access Support
- Review network HQ Help Desk (formerly Customer Assistance Office) reported problems and assist customers as needed and/or directed.
- Utilize the DeCA trouble ticket system to open, process, and close support and trouble tickets.
- Follow the Infrastructure/NetComm Service Level Agreement (SLA) and Standard Operating Procedures (SOPs), including problem resolution, escalation and notification.
- Keep the HQ Help Desk Supervisor informed and current on NOC Level 2 support affecting HQ Help Desk customers.
- Manage all aspects of store hubs/switches, up/down switch and router ports.
- Troubleshoot and resolve store/CDC LAN, WLAN, and WAN access problems. Report circuit outages to vendor, notify designated addressees of complete store outages,

maintain regular contact with service providers and facilitate problem resolution efforts until problems are resolved.

- Troubleshoot and resolve regional office and HQ office LAN and WLAN problems.
- Troubleshoot and resolve store/CDC communications equipment uninterruptible power source problems.
- Monitor DeCA Network Management Tools, investigating and reporting all network events for possible irregularities resulting in outages and/or potential problems within the DeCA network.
- Coordinate requests for shipment of replacement network components with DeCA NOC Level 3 personnel.
- Closely monitor DeCA sites for repeat outages or chronic problems; place sites with recurring problems on a Watch List, reporting and coordinating these actions with NOC Level 3 personnel.
- Provide problem escalation and notification procedures, as appropriate.
- Provide Emergency On-Site support with travel to other locations, as directed.
- Submit Trip Reports under Deliverable 0002.
- Summarize component configuration changes under Deliverable 0005. Provide input for or submit additional Deliverables as needed, directed or assigned.

#### 7.8.2 Wireless Project Management - 802.11x

The Contractor shall manage DeCA's wireless program in coordination with the government. The Project Manager shall be the primary point of operational interface with DeCA, chartered with technical management necessary for consistent client interface and project execution. This includes defining DeCA tasks, developing and monitoring costs & schedules, technical performance, impact analysis, risk analysis, quality control, and program controls & administration. Delivery Order Management shall include the application of Earned Value Management, Integrated Management Schedules, and Integrated Management Plans as appropriate for the individual delivery order.

- Manage deployment and Life Cycle Management (LCM) of current and future 802.11x devices
- The PM shall be responsible for all aspects of current and emerging wireless programs within the DeCA Network Infrastructure Division. This includes LAN & WAN wireless enterprise architecture, construction projects, upgrade initiatives, Central Distribution Center's (CDC) wireless installations, in store wireless scales integration, off site sales, and future "Go Green" initiatives.
- Inherent responsibilities include providing and submitting all plans, records, reports, and data to DeCA.
- Additionally, administrative tasks to include inventory control, developing and providing briefing materials as required, maintaining project documentation, and other duties related to the management and operation of the DeCA Wireless Program shall be performed under this task.

#### 7.8.3 VOIP Support Services

The contractor shall be able to:

- Survey, analyze, evaluate, and provide technical advice/trouble resolution pertaining to the performance and functionality of the vendor installed system.

- Provide technical assistance, guidance, and training to DeCA and other associated personnel.
- Assist with system administration and maintenance of the data network; maintain contracted levels of system availability and performance, utilizing the Intelligent Operation, Administration & Maintenance (IOA&M) trouble resolution tools and other GFE furnished by the government.
- Assist the principal network manager/system administrator in the performance of the following functions:
  - a. Detection and resolution of system failures/component failures/errors.
  - b. Network system operation.
  - c. Routine network software installation, upgrading, updating, and replacement per contract vehicle.
  - d. Routine network hardware installation, upgrading, updating, and replacement per contract vehicle.
  - e. Network data base backup and restore.
  - f. Audit trail and ID/password administration.
  - g. Performance of first echelon maintenance including, but not limited to, updating user profiles and power-off procedures to protect the system during emergencies.
  - h. Modifications of fiber patch panels to support system requirements and maintain system performance objectives.
- Maintain configuration management.
- Perform emergency replacement and configuration of failed or upgraded network components.
- Prepare and submit for review, changes and acceptance by DeCA, Standard Operating Procedures (SOP) for O&M methods, daily practices, training, qualification requirements, and procedures for implementation by site personnel.
- Assist and advise DeCA personnel in all warranty related actions to include, providing instruction and assistance to the site personnel in the timely preparation and shipment of defective components for repair, replacement, or exchange.
- Prepare and submit Monthly Status Report (MSR) in duplicate to the designated DeCA PMIP representative for review and approval. This report will lay out the monthly activities performed in the support of the installation. The report is due on the 3<sup>rd</sup> business day of each month. The DeCA representative will review the MSR within seven working days and accept or reject the MSR in writing. If required, a CC of the report should be provided to the ISEC-FDED project lead. The report shall cover the following areas:
  - a. Number of trouble calls attributed to system/component failures
  - b. Nature of problem, location and impact on the system and system operation
  - c. Action taken to correct the problem,
  - d. Potential or actual impact to other systems.
  - e. Additionally, the report will identify significant problems, support efforts, technical assistance, advice, and subsequent problem resolutions resulting from this effort.
- The performance of these functions will be conducive to site personnel becoming self sufficient in maintaining and operating the installed system

#### 7.8.4 Senior Systems Architect/Subject Matter Expert

The scope of services is for Network Support Services for DeCA business networks and shall include monitoring DeCA networks and applications for poor performance due to network related problems or activity and schedule the movement of data through DeCA business networks.

Operations support personnel will use DeCA Enterprise Management tools to monitor and schedule the movement of data. The operations support services will also assist DeCA Communications with network redesigns and updates to the network hardware and software configurations. The contractor will use and administer the following network tools and equipment:

- Cisco Router Certification
- CiscoWorks2000
- UNIX Solaris, HP-UX, and NCR MP-RAS
- CIC Product Suite

#### *7.8.4.1 SME Support:*

The contractor shall provide technical support services as described below and specified in the task order:

- Provide standard configuration management for DeCA's global network (VPN, firewall, proxy, wireless security, remote access, routers and switches) utilizing agency change control and management processes
- Implement configuration changes to maintain DIACAP/DIACAP certification requirements
- Deliverables for all tasks should include operations and support documentation as required.

#### *7.8.4.2 Integration Management Control Planning.*

Provide the technical and functional activities at the required level for integration of all tasks specified within this PWS. Include productivity and management methods such as quality assurance, progress/status reporting and program reviews. Provide the centralized administrative, clerical, documentation and related functions.

##### *7.8.4.2.1 Task Order Management.*

Prepare a Task Order Management Plan describing the technical approach, organizational resources and management controls to be employed to meet the cost, performance and schedule requirements throughout TO execution. Provide a monthly status report monitoring the quality control, progress/status reporting and program reviews applied to the TO.

#### *7.8.4.3 Network Operational Support for DeCA Networks*

Network support and surveillance shall be conducted for the local and wide area networks supporting DeCA facilities. Efforts associated with operational support shall include, but shall not be limited to:

- Network performance monitoring
- Troubleshooting network problems
- Implementing network design improvements
- Troubleshooting network operating system problems
- Monitoring and re-tuning network application TCP configurations
- Monitoring networked applications
- Troubleshooting networked applications
- Assist with networked applications testing
- Track and report network outages and application alarms
- Configuration support for network hardware

***Problem Tracking and Reporting*** – The Contractor will use Customer systems (e.g. Remedy) for input, documentation, status and tracking of network-related problems, outages and system applications alarms.

#### *7.8.4.4 Provide Remote Configuration and Testing Support for Commissary Routers*

The contractor shall provide technical assistance and support to the DeCA communications staff in properly configuring and testing CISCO Routers installed in the commissary stores. This support will have the use of remote management software, CiscoWorks2000, for configuration management. As DeCA continues updating the wide area network infrastructure, the contractor will reconfigure store Routers as needed.

***Work Effort*** – to provide technical support services in Router Configuration and Testing. Identification of and progress on this task will be provided to DeCA at the weekly status review meeting.

#### *7.8.4.5 CIC Server System Support*

A CIC Network Management infrastructure is in place at DeCA and consists of an Enterprise level server and multiple servers located at various, separate geographic locations. The contractor shall provide expert technical support required for functional operations of DeCA's CIC Servers. This effort will include daily applications and systems support for the CIC Server applications. This support shall include but shall not be limited to the following:

- Perform Local and Remote System Admin functions that include:
  - a. Manage User Accounts, Profiles and Groups
  - b. Manage User Rights
  - c. Monitor System Performance
  - d. Monitor System Error Logs
  - e. Perform System and Database backups
- CIC WebTop and all other CIC integration and support to include, but not limited to:
- CIC Object Server
  - a. CIC Precision
  - b. CIC ISM
  - c. CIC SSM
  - d. CIC ASM
  - e. CIC Reporter
  - f. CIC Remedy GW
  - g. CIC Impact
- Install and configure CIC application upgrades and patches
- Monitor CIC Server applications and databases
- Solaris updates and patches
- Opticom EIS and Metrix WebConsole support

#### 7.8.5 Cisco Information Center (CIC)/NetCool Support

The Contractor shall provide support for DeCA's Manager of Managers (MOM) for centralized fault and performance management, currently CIC. CIC is a value added reseller (VAR) version of Micromuse's (now IBM's) NetCool product suite and includes the integration of other compatible third party products. CIC serves as the cross-platform fault management and performance monitoring tool set for DeCA's enterprise operations. It enhances the Agency's ability to perform proactive monitoring of all IT and business infrastructure components on a 24x7 basis.

### ***7.9 Program Support Services***

The contractor shall support CISIC Branch project management, in identifying potential requirements, non-monetary resource scheduling and tracking, ROI reports, life cycle management. Input shall be provided to the Integrated Master Schedule and project plans will be maintained in the current project planning application, currently MS Project. Submit Trip Reports under CDRL A002 and technical reports under CDRL A003 as appropriate. The contractor shall prepare project schedules based on priorities given by PMI, coordinate program activities with appropriate organizations and individuals, and schedule training and meetings. The contractor also shall create technical documents, validate correctness of technical specifications, and create and maintain current and future PMI SOP's.

### **8.0 Future Positions**

Tasks listed in this section may not be funded upon contract award and should be considered optional tasks, which the government may elect to exercise during the contract's period of performance and will be funded at that time. Should the government elect to exercise any or all these options, the contractor will receive advanced notification by the GSA Contracting Officer.

#### ***8.1 Network Server Support***

The contractor shall provide all aspects for OS support for selected platforms, including Microsoft®, Sun, HP or Linux based platforms. Tasks shall include installation, configuration, design, patching, upgrades, troubleshooting and deinstallation. Submit Trip Reports under CDRL A002, technical reports under CDRL A003, and component reports under CDRL A005 as appropriate.

#### ***8.2 Network Application Support***

The contractor shall provide all aspects of application support for selected applications, including installation, implementation and configuration support for CiscoWorks, Cisco Information Center (CIC), including but not limited to: Web Proxy, Directory Server, Identity Server, Meta Database Server, Air Fortress, AirDefense, and other support applications as needed. Submit Trip Reports under CDRL A002, technical reports under CDRL A003, and component reports under CDRL A005 as appropriate.

#### ***8.3 DoD Network and Enclave DIACAP Support***

The contractor shall provide staff to assist with DeCA's DIACAP certification process. Support shall consist of identifying, analyzing, implementing and testing relevant STIGS. Support shall also consist of developing MOA's, Mousy and ISSA's as needed. Submit Trip Reports under CDRL A002 and technical reports under CDRL A003 as appropriate.

#### ***8.4 Information Assurance Officer***

The contractor is responsible for all activities relating to information assurance procedures and systems. Develops information systems assurance programs and control guidelines. Confers with and advises subordinates on administrative policies and procedures and resolving technical problems, priorities, and methods. Consults with and advises other sections regarding internal controls and security procedures. Assists in resolving technical problems, priorities, and methods. Prepares activity and progress reports relating to the information systems audit function. Additional duties may include Payment Card Industry (PCI) Support.

### **8.5 Network Infrastructure Engineering Support**

The contractor shall provide daily operational support to monitor various infrastructure applications and integration within DeCA's global network and the Network Operations Center. The contractor shall provide:

- Performance monitoring and analysis of Wide Area and Local Area Network (WAN/LAN) data communications.
- Data communications support to monitor and maintain DeCA's data networks.

Troubleshoot, resolve and close out telecommunications (voice, data, VTC) problems reported by the Customer Support Division - Help Desk Branch PMSH for investigation by NOC personnel.

- Install and/or configure communications equipment, as required, at any DeCA facility worldwide.
- Research and develop IT communications technology improvements as required.
- Design and implement network architecture improvements for various types of remotely located Local Area Networks (LANs) as directed.
- Design and support the installation of computer systems to best meet the objectives of the overall enterprise architecture.
- Recommend changes and oversee implementation of continuous power and cooling to critical support systems and hardware at all DeCA locations.
- Develop and maintain documentation, briefing materials and databases pertinent to DeCA's integrated data networks.
- Submit activity under this task using CDRL A003, CDRL A005 and other CDRLs as required.
- Travel to other locations may be required with little or no notice. Submit Trip Reports under CDRL A002.

## **9.0 Personnel Qualification Requirements**

### **9.1 General guidelines**

The Contractor shall ensure compliance with the following general requirements for Contractor personnel used to meet the requirements of this PWS:

- Whether explicitly defined or not in this section, any skill commonly associated with the performance of the tasks and functions mentioned or defined in this PWS shall be considered a personnel qualification requirement.
- Appendix G outlines many of the technologies used in supporting DeCA's network. Contractor staff shall be qualified in the proper use of these technologies, and in new tools and technologies, as they are integrated into DeCA's support infrastructure and staff.
- The Government will not pay for Contractor training. Contractor personnel shall have all pre-requisite training and certifications prior to working under this PWS.
- The positions described in this section are the government's best estimate of its operational requirements at the time this PWS was written. Upon award, and at any time following award, the government reserves the right to increase or decrease its requirements based on its then current operational requirements.

## **9.2 Skill level definitions**

Personnel skill levels shall be broken into three levels of performance – junior or basic, middle or intermediate, and senior or advanced. These 3 skill levels may be mixed as needed to satisfy any given set of support requirements. The following section summarizes minimum guidelines for defining the 3 skill levels. Note: support requirements are those technical skills and functions needed to perform the tasks outlined in this document

- Junior or Basic – holds a 2 year academic degree (with concentration in network infrastructure) or has completed appropriate technical training (IAT certification) with at least 1 year of experience in two specific support requirements.
- Middle or Intermediate – holds a 4 year academic degree, or has completed appropriate technical training (IAT certification), and has 2-4 years of experience in 3-6 specific support requirements.
- Senior or Advanced – meets all requirements of Intermediate, plus has 5 or more years of experience in 7 or more of the support requirement areas.

The Contractor shall provide fully qualified Information Technology (IT) management and technical personnel to support the requirements of this PWS.

The Contractor shall determine the labor categories required for accomplishing the tasks identified by the requirements. Personnel assigned to the labor categories will meet or exceed the qualifications associated with each labor category as defined. In order to maintain the best value integrity, qualifications of personnel substitutions after award shall meet or exceed the qualifications of the person being replaced.

The Contractor shall provide personnel possessing practical experience using Microsoft Office products for report generation and manipulating captured data.

The Contractor shall be proficient in the use of Visio diagramming software in order to maintain network diagrams in use throughout DeCA.

Contractor personnel shall possess the ability to read and comprehend network diagrams, identifying key components and details in order to correctly perceive data flow, using this information for analysis and troubleshooting if required.

## **9.3 Network Operations Center Support Qualifications**

### **9.3.1 NOC Level 2 Support**

Contractor personnel shall be CISCO Certified Network Associates (CCNA) within 6 months of hire. Personnel must maintain certifications for the entire performance period.

Contractor personnel shall have experience using terminal emulation and SSH client software for the purpose of performing remote and local console support on DeCA network components.

Contractor personnel shall have experience working with at least one network management product such as Spectrum, CA TNG, Open View, or equivalent products.

Contractor personnel providing support for 802.11x tasks shall meet the following requirements:

- Contractor personnel shall be knowledgeable of the I.E.E.E. 802.11x standard for wireless networking systems.
- Contractor personnel shall have had practical experience with the installation, configuration and monitoring of 802.11x systems.

### **9.3.2 NOC Level 3 Support**

Contractor personnel shall meet the requirements of NOC Level 2 Support.

Contractor personnel shall have a minimum of 2 years practical networking experience in a production environment.

Contractor personnel shall have practical experience with access control servers, centralized router and switch configuration management, and network management systems.

Contractor personnel shall be knowledgeable of 802.11x encryption methods.

Contractor personnel shall possess demonstrated knowledge and experience with data link layer protocols including Frame-Relay, MPLS, HDLC, PPP and spanning tree.

Contractor personnel shall be required to possess the knowledge of routing protocols such as OSPF and BGP.

Contractor personnel shall be knowledgeable and able to demonstrate the configuration of Dot1Q VLAN Trunking, Port Security and VLAN configuration.

## **9.4 *NSOC IDS / IPS Monitoring and Support Qualifications***

### **9.4.1 Senior CND Analysts**

The Senior CND Analysts must hold both of the following certifications or obtain them within six months; a DoD 8570 IAT Level III certification such as the CISSP (Certification Information System Security Professional) and the DoD 8570 CND Analyst certification Global Information Assurance Certification (GIAC) certified Intrusion Analyst (GCIA).. Senior Analysts shall have a minimum of 3 years hands on experience using intrusion detection products in a production network. Training shall be distributed among all personnel such that they will meet the DoD 8570 On the Job Training (OJT) certification on all products.

### **9.4.2 Junior and Intermediate CND Analysts**

Personnel shall have manufacturer's certified training on a minimum of two of the following: IBM (ISS) RealSecure SiteProtector, 3Com Tipping Point IPS, Secure Computing Security, Cisco IDS, Enterasys Dragon IDS, SNORT IDS, AirDefense, and Tivoli Security Operations Manager (TSOM). Training shall be distributed among all personnel such that the team will meet the DoD 8570 On the Job Training (OJT) certification on all products. Monitoring staff must hold both a DoD 8570 IAT II certification such as the COMPTIA Security + or GSEC and the GCIA.

Monitoring personnel shall have a minimum of 1 year hands on experience using intrusion detection products in a production network.

## **9.5 *NOC Circuit Provisioning***

Personnel shall have at least 4 years experience in the provisioning and support of telecommunications circuits, including 1 year within DoD working with TSRs, DITCO, and the federal government FAS contracts.

## **9.6 *Wireless Project Management - 802.11x***

Contractor shall have a minimum of 5 years of Project Management experience including experience in managing and implementing 802.11x devices. Working knowledge of 802.11i protocols and procedures is required

### **9.7 Network Sustainment and LCM**

All contractor personnel shall meet the requirements of NOC Level 2 Support with the exception of CCNA certification.

CCNA certification is only applicable where described below:

#### **9.7.1 “Feet on the Street” or On-Demand Support**

CCNA certification is required only for “Feet on the Street”/On-Demand Support, Cable Plant, and Technology Sustainment support described in paragraphs 7.6.2 thru 7.6.4.

- Under the PMI supervisor’s discretion, CCNA certification may be waived based on practical network equipment and cable installation experience. This will be determined on a case by case basis.
- CCNA requirement must be met within 12 months of contractor hire

CCNA is not required for non technical positions, such as management and technical documentation positions.

Contractor personnel shall have a minimum of 2 years practical networking experience in a production environment.

Contractor personnel shall have practical experience with server management, centralized router and switch configuration management, and network management systems.

#### **9.7.2 Warehousing Services/Depot Level Support**

The contractor will be required to track and store all PMI network equipment.

- This includes Routers, Switches, Wireless AP’s, cables, and any other network related equipment

The contractor shall meet the requirements of NOC Level 2 Support.

CCNA certification will be required for technical positions associated with router, switch, AP, etc... configurations.

The contractor will be responsible for warehousing activities including, basic IOS configurations, cable management, shipping, and receiving through government provided resources.

### **9.8 Telephone Systems and Site Construction**

Contractor shall meet the requirements of NOC Level 2 Support

Contractor shall be knowledgeable in T-1/POTS support including transport methods and wire line color codes

#### **9.8.1 VOIP Services**

Contractor personnel shall meet the requirements of NOC Level 3 Support.

Contractor personnel shall have practical experience with server management, centralized router and switch configuration management, and network management systems.

Contractor personnel shall have either CCVP certification or applicable experience determined by PMI Government Supervisors and/or PMI Government Telephone Support Systems Team Lead.

### **10.0 Travel**

DeCA will not fund travel to the primary work site. However, it may be necessary for contractor personnel to visit other DeCA installations, both CONUS and OCONUS, or contractor facilities to perform assigned tasks. Representative examples of travel locations may be viewed at <http://www.commissaries.com>, Locations. Unless specified otherwise in this PWS, contractor personnel should anticipate travel **approximately 25%** of the time. The contractor shall obtain

contracting officer representative (COR) approval prior to travel. The contractor shall make all travel arrangements using their own commercial travel agency resources. All travel cost will be directly reimbursable to the contractor and shall not exceed the established limits set by the Joint Travel Regulations (JTR). More information is available at <https://www.defensetravel.dod.mil/perdiem>. A Technical Report/Trip Report (CDRL A002) shall be submitted to COR at the conclusion of each trip.

### 11.0 Place of Performance

The contractor shall perform the majority of the work at the DeCA primary work site located at 1300 E Avenue, Fort Lee, VA 23801-1800. There may be instances when the contractor shall be required to perform work in support of this task order at the contractor's facility, another contractor facility, or at another government site. The contractor shall propose the support for this PWS to be completed at the primary work site. Any deviation from these locations requires prior DeCA approval.

### 12.0 Performance Based Services

It is DeCA's desire to award this requirement using DoD's Performance Based Services Acquisition (PBSA) strategy. This approach strives to adopt the best commercial practices and provide the means to reach world-class commercial suppliers, gain greater access to technological innovations, maximize competition, and obtain the best value to achieve greater savings and efficiencies. The chart below outlines the Performance Based Services plan for monitoring performance.

Performance Objective	Performance Standard	Acceptable Quality Level (AQL)	Monitoring Method	Incentive/Disincentive
Ensure the delivery of exceptional network services to DeCA	Customer satisfaction rating	95% of customers responding to survey rate service at a minimum of 4.5 (on 1.0 to 5.0) scale averaged for all customers surveyed	Customer satisfaction survey. A minimum of 25% of customers contacted each quarter.	<b>Incentive:</b> Government WILL exercise option period.  <b>Disincentive:</b> Government may report negative Past Performance information.
	Delivery date of CDRLS	95% of CDRLS delivered by agreed to dates	Date of reports	
Provide 7X24 help desk support	Respond to Customer Assistance Office (CAO) reported problems within 15 minutes	At least 90% of calls responded to within 15 minutes	Activities entered into call tracking software. Reports from call tracking software. The Contractor survey of CAO.	See Above

	Call escalation and notification occurs within agreed to times	95% of escalations and notification occur within agreed to times	Activities entered into call tracking software. Reports from call tracking software	See Above
	All calls are tracked and current status is available to CAO and customers.	Current status is available in call tracking software to CAO and customers at least 90% of time.	Activities entered into call tracking software. Reports from call tracking software.	See Above
Provide cable plant support	Requested Cable Plant support activities completed with mutually agreed on time frames	At least 95% of activities completed within agreed time frames	The Contractor task records. Information from call tracking software	See Above
	Quality of completed cable plant activities	At least 95% of cable plant activities are operationally acceptable the first time	The Contractor task records. Information from call tracking software	See Above
Provide NOC level 3 WAN support	Respond to Customer Assistance Office (CAO) reported problems within 15 minutes	At least 90% of calls responded to within 15 minutes	Activities entered into call tracking software. Reports from call tracking software. The Contractor survey of CAO.	See Above
Provide NOC level 4 network intrusion detection and monitoring support	Suspected intrusion detection notification	Notification of suspected intrusion attempt provided within 15 minutes of detection	The Contractor records	See Above
	Response to suspected intrusion detection	Response to suspected intrusion attempt initiated within 30 minutes at least 95% of the time.	The Contractor records	
	Timeliness of software updates	Software updates to network components initiated within 12 hrs at least 95% of the time for authorized updates.	The Contractor records	

	Testing of Intrusion Detection System (IDS)	Random, external testing of IDS at least once per quarter successfully preventing at least 95% of at least 10 attempts	The Contractor records	
	Intrusion attempt reporting	Written notification of a successful intrusion provided within 3 business days of detection.	The Contractor records. Report date	
Provide NOC circuit provisioning & billing reconciliation support	Reconciliation of vendor invoices	At least 95% of vendor invoices reconciled within 5 business days of receipt	The Contractor records. Report date	See Above
	Accuracy of TSR information	At least 98% of TSRs submitted are acceptable	The Contractor records – returned TSRs	
	TSR Submission timeliness	At least 98% of TSRs submitted within 2 days of receipt of required information	The Contractor records. Submission date	
Provide Warehouse Support and Sustainment (6.6)	Inventory Equipment accuracy	Maintain at least 98% accurate inventory of all PMI equipment	The Contractor records.	See Above

### 13.0 Deliverable and Delivery Schedule

#### 13.1 Deliverable Format and Schedule

The contractor shall provide deliverables in accordance with the recommended Data Item Descriptions (DIDs), or in contractor format, subject to the approval of the Government. For deliverables to be prepared in accordance with a contractor format, the contractor shall provide the recommended format to the Government no later than 15 days after task order award. Both hard and electronic copies of all deliverables are required. Deliverables must be labeled to include task order reference numbers. All items shall be provided using Microsoft Office products, or current version in use within DeCA. DID delivery requirements are in accordance with the deliverables chart para 13.3 to this PWS. Additional assistance in defining DID content and format is available at <https://assist.daps.dla.mil/quicksearch/>.

#### 13.2 Inspections and Acceptance Criteria

For those tasks that require configuration and or testing of servers, applications, or network components, DODD 5000.1 and other applicable test regulations apply.

The period for deliverables is listed in each CDRL. Deliverables must contain the data and meet the criteria identified in the related DID or as tailored by the CDRL. At a minimum the government reserves the right to review deliverables IAW the instructions contained within the CDRL before giving the Contractor written notice of acceptance status.

### ***13.3 Deliverable Summary***

The contractor shall report activity in support of this task order in accordance with the CDRL template below. The following table summarizes the CDRLs for this PWS.

#### **Deliverables**

<b><u>CDRL</u></b>	<b>Deliverable</b>	<b>Requirement</b>	<b>PWS Reference</b>
A001	Monthly Status Report	Monthly Status report shall be in letterform. Report will delineate each task and will also include summary data Electronic submittal requested in MS Word compatible format	Para 7.1
A002	Trip Report	Contractor format acceptable as approved by the Government. Distribution via MS Word compatible format attached to email. Presentations shall be provided in one paper hard copy and in electronic format compatible with MS PowerPoint Contractor shall provide report NLT 7 calendar days after the meeting/conference or return from travel. Government will approve within 5 working days.	Para 7.1, 7.2, 7.3.1,4, 7.13.1.1, 9.0
A003	Technical and/or Technology Report	Contractor format acceptable as approved by the Government. As Required depending on intrusion detection requirements. Distribution via MS Word compatible format attached to email. Presentations shall be provided in one paper hard copy and in electronic format compatible with MS PowerPoint Government will approve within 5 working days.	Para 7.2, 7.13.1.1
A004	Network Intrusion Detection Incident Report	Contractor format acceptable as approved by the Government. As required to report on Network Intrusion Activity. Distribution via MS Word compatible format attached to email. Presentations shall be provided in one paper hard copy and in electronic format compatible with MS PowerPoint	Para 7.5
A005	Network Infrastructure Component Report	Contractor format acceptable as approved by the Government. Weekly and Monthly reports will be submitted as	Para 7.3.1, 7.4

		<p>directed.</p> <p>Distribution via MS Word compatible format attached to email.</p> <p>Presentations shall be provided in one paper hard copy and in electronic format compatible with MS PowerPoint</p>	
A006	NOC Activity Report	<p>Contractor format acceptable as approved by the Government.</p> <p>Weekly and Monthly reports will be submitted as directed.</p> <p>Distribution via MS Word compatible format attached to email.</p> <p>Presentations shall be provided in one paper hard copy and in electronic format compatible with MS PowerPoint</p> <p>Sections of Report will include:</p> <p>NOC Level 2 Active Circuit Detail report - kept current with all changes</p> <p>NOC Level 3 IP Address Mgmt database - kept current with all changes</p> <p>NOC Level 3 User Account database – kept current with all changes, as requested</p> <p>NOC Level 4 IDS Monitoring Operational Procedures</p> <p>NOC Level 4 IDS Support Procedures, as requested</p> <p>NOC Level 4 IDS Update Report, monthly or as requested</p> <p>NOC Level 4 IDS weekly, monthly, quarterly, semi-annual, annual , or as requested trending reports</p> <p>NOC Level 2 and 3 staff activity reports, weekly or monthly</p> <p>NOC Level 4 IDS staff activity reports, weekly or monthly</p>	Para 7.1, 7.5

## 14.0 Security and Privacy

Contractor personnel shall abide by DoD and DeCA security policies and procedures as part of their daily interface with DeCA. The contractor shall observe and comply with the security provisions in affect at any DeCA facility.

### *14.1 National Agency Check with Inquiry (NACI)*

DoD consultant and contractor personnel using unclassified automated information systems, including e-mail, must have, at a minimum, a completed favorable NACI in accordance with DoD 5200.2-R, Personnel Security Program, January 1987. As a minimum the contractor is required to complete the application and apply for a NACI for any employee not currently having a NACI or other security clearance.

Application for a NACI or security clearance must be completed after task order award and prior to performance for employees having access to DeCA information systems.

#### ***14.2 Sensitive but Unclassified Non-Disclosure Agreement***

The contractor shall be required to have all employees, prime and sub-contracted, sign a sensitive but unclassified non-disclosure agreement prior to soliciting data from DeCA. The agreement shall prohibit the contractor from divulging any information. It shall be the contractor's responsibility to exercise reasonable diligence to ensure other persons have proper authority before providing them with official information. While access to classified information will not be required in the performance of this requirement, the contractor may be required to have access to information, records, or data that may be highly sensitive. The contractor shall not divulge any information about DeCA business processes, files, data processing activities or functions, source selection activities, Information Assurance measures, user IDs, or passwords, or any other knowledge that may be gained as a result of this task to anyone who is not authorized to have access to such information. Contractor personnel shall abide by applicable office rules, procedures and standards of conduct.

#### ***14.3 Facility Security***

The contractor shall observe and comply with the security provisions in affect at any DeCA facility. The contractor shall apply for DeCA contractor identification badges (IDs) through the designated DeCA representative prior to task order performance. ID badges shall be worn and displayed at all times. ID badges will be turned in promptly upon the termination of contractor tenure regardless of reason for termination.

#### ***14.4 Information Assurance Classification Table***

The following table defines the sensitivity category of each position described in this PWS. Personnel that are assigned to fill these positions must meet the Information Assurance Position Sensitivity requirements following the guidelines outlined in the **Appendix J**. See Appendix J for more information.

Note: The table also includes the following information.

**\*IA Workforce Category and IA CAT Certification Required** is based on the position Information Assurance categorization as defined in DoD 8570.01-M, Information Assurance Workforce Improvement Program.

**\*\*Est. % Travel** (Estimated % Travel) is the amount of time the position might require travel away from the primary support location.

Position	IA Position Sensitivity	Background Check	Clearance Level	IA Workforce Category	IA Cat Certification Required	Est. % Travel
<i>NOC Services</i>						
Level 2 Support Desk	IT-2	NACI	IT-2	IAT I		25%
Level 3 Support Group	IT-1	SSBI	IT-1	IAT II		40%
NSOC Support: Network Monitoring Senior Analyst	IT-1	SSBI	IT-1	IAT III & CND-A	CISSP & GCIA	TBD

NSOC Support: Network Monitoring Intermediate & Junior	IT-1	SSBI	IT-1	IAT II & CND-A	GCIA & Security + or GSEC	TBD
NOC Circuit Provisioning & Billing Reconciliation Support	IT-2	NACI	IT-2	N/A	N/A	TBD
<b>Wireless PM</b>						
Wireless Project Manager	IT-2	NACI	IT-2	N/A	N/A	75%
<b>Telephone and VOIP</b>						
Telephone Services	IT-2	NACI	IT-2	N/A	N/A	65%
VOIP Services	IT-2	NACI	IT-2	IAT II		65%
<b>Subject Matter Expert</b>						
Systems Architect	IT-1	SSBI	IT-1	IAT III & CND-A	CISSP & GCIA	TBD
<b>Sustainment &amp; LCM</b>						
Indoor Copper Cable Puller/Installer (dressed, labeled, no termination)	IT-2	NACI	IT-2	N/A	N/A	85%
Indoor Copper/Fiber Cable & Equip Remover	IT-2	NACI	IT-2	N/A	N/A	85%
Indoor Copper Cable Plant Repair, Termination (dressed, scanned, labeled, documented)	IT-2	NACI	IT-2	N/A	N/A	85%
Indoor Fiber Cable Plant Repair, Termination (dressed, scanned, labeled, documented)	IT-2	NACI	IT-2	N/A	N/A	85%
<b>Warehousing Support</b>						
Shipping/Receiving	IT-3	NACI		N/A	N/A	TBD
Equipment Config/Testing	IT-3	NACI		N/A	N/A	TBD
Inventory Control	IT-3	NACI		N/A	N/A	TBD

#### **14.5 Identification of Contractor's Employees**

The Contractor shall provide and maintain a list of all employees (Deliverable A006) who will perform work under this Contract. The list shall include the full name, and work assignment of

each employee. The Contractor shall notify the Contracting Officer in writing of any addition, deletion or change in work assignment before the change is effected. Each of the Contractor's employees, if located at a Government facility, shall conspicuously display on their person a badge, which shall include the full name of the employee, and the legal name under which the Contractor is doing business. Further, the Contractor personnel shall comply with all DeCA and DoD security and administrative procedures and be held to the same standards of conduct as DoD employees

#### ***14.6 Information Security***

The contractor shall not divulge any information about files, data, processing activities or functions, user ID's, passwords, or other knowledge that may be gained, to anyone who is not authorized access to such information. The Contractor shall adhere to Information Assurance policies and procedures as defined in DoD directives, instructions and regulations. Contractor personnel shall execute a non-disclosure (see Appendix M) agreement with DeCA prior to assuming support responsibilities under this PWS.

#### ***14.7 Network Access (Classified)***

NSOC personnel shall have a secret clearance, have access to the DoD SIPRNET and handle classified material related to Computer Network Defense associated with the DoD Global Information Grid (GIG). All requests for background investigations as required by DoD 5200.2R shall be submitted in accordance with Appendix J to this PWS.

#### ***14.8 Network Access (Unclassified)***

All contractor personnel shall have a satisfactory IT sensitivity background investigation completed before they are allowed to access the DeCA network. This requirement includes access to the local area network at the DeCA development center currently located at Ft. Lee, Virginia. All requests for background investigations as required by DoD 5200.2R shall be submitted in accordance with Appendix J to this PWS. By virtue of their work at the commissary level, they may come in contact with information deemed For Official Use Only.

### **15.0 Resources and Equipment**

#### ***15.1 Government Provided Resources***

- Facilities: The Government will provide the contractor access to all facilities required for task order performance.
- Computer/LAN: The Government will provide network and domain access for contractor personnel as deemed appropriate for the work performed under this PWS. Contractor personnel shall follow DeCA established policies regarding the secure use of communication computer networks and systems.
- Directives, Instructions, and Publication: The Government will provide contractor personnel access to DeCA libraries, including URLs containing DeCA directives, publications, instructions, manuals and documentation instrumental for task order performance.
- Personnel Access: The Government will provide contractor personnel reasonable access to Government personnel from other offices, agencies and Government contractors as necessary in the performance of this PWS.
- GFE as identified in this PWS.

#### ***15.2 Government Furnished Equipment (GFE)***

The Government will supply the following equipment and information needed to configure them to operate properly within DeCA's network:

- Routers (currently Cisco 2621, 3640, 3745, 3825, 6509, 7206)
- Switches (currently Enterasys B2, Cisco 3550, 3560, 4500, 4700, 6509)
- Access Points (currently Cisco 1231G for 802.11G)
- Access Point Lightning Arrestors, as needed
- Access Point Antennas, 2.2dBi (rubber duckie), 8.0 dBi patch freezer antenna, 14.0 dBi panel outside antenna
- AirDefense Sensors, Model 400 and 500
- AirDefense Sensor Antennae
- Air Fortress Encryption Devices, Model 1100, 6500, 2100, 7500
- Wireless 802.11 Hand Held Terminal (currently Teklogix 7035)
- Uninterruptible Power Supply (UPS), rack mount (various makes & models)
- 19" Rack-mount Equipment Cabinet (as needed)
- For staff working out of DeCA HQ
  - Laptops for full-time personnel traveling
  - Laptops for testing
  - Tools & Supplies
- Test Equipment & Supplies
- Remedy trouble ticket system

### ***15.3 Contractor Supplied Equipment and Items***

The contractor shall supply:

- All cable plant related items for copper and fiber, including: patch panels, stranded patch cords, fiber, cat 5e cable, cable termination components (jacks, plugs, stress relieve, cable management items), conduit as needed, protective sleeving
- For staff working out of contractor locations
  - Test & certification equipment for all fiber & cable work
  - Toolkits & supplies
  - Safety equipment & supplies
  - Labeling equipment & supplies
- Scissor lifts, as needed & available

## ***16.0 GSA CLAUSES***

### **Acceptable Skill Level Variation in Severable Labor Hour and Time and Material Orders/Contracts (July/2005)**

The contractor may exceed the total number of *labor* hours per *awarded* skill level per base or option period, to a limit of 15% as long as the total task order *obligated* dollar amount per that base or option period is not exceeded, and *as* long as the contractor maintains an acceptable level of effort throughout the required period of performance. The contractor is not authorized to add new skill level categories or vary between levels within the same labor category without approval of the Government, formalized in a signed modification by the contracting officer

### **Invoice and Billing**

The Period of Performance (POP) for each invoice shall be for one calendar month. The contractor shall submit only one invoice per month per order/contract. The appropriate GSA office will receive the invoice by the twenty-fifth calendar day of the month after either:

- 1) The end of the invoiced month (for services) or
- 2) The end of the month in which the products (commodities) or deliverables (fixed-priced services) were delivered and accepted by the Government.

For Labor Hour and Time and Material orders/contracts each invoice shall show, the skill level category, the hours worked per skill level, the rate per skill level and the extended amount for that invoice period. It shall also show the total cumulative hours worked (inclusive of the current invoice period) per skill level, the hourly rate per skill level, the total cost per skill level, the total travel costs incurred and invoiced, and the total of any other costs incurred and invoiced, as well as the grand total of all costs incurred and invoiced.

For Labor Hour and Time and Material orders/contracts each invoice shall clearly indicate both the current invoice's monthly "burn rate" and the total average monthly "burn rate".

The contractor shall submit all required documentation (unless exempted by the contract or order) as follows:

- 1) For Travel: Submit the traveler's name, dates of travel, location of travel, and dollar amount of travel.
- 2) For ODCs: Submit a description of the ODC, quantity, unit price and total price of each ODC.

**Note:** The Government reserves the right to audit, thus; the contractor shall keep on file all backup support documentation for travel and ODCs.

**Posting Acceptance Documents:** Invoices shall initially be submitted monthly through GSA's electronic Web-Based Order Processing System, currently ITSS, to allow the client and GSA COTR to electronically accept and certify services received by the CR. Included with the invoice will be all backup documentation required such as, but not limited to, travel authorizations and training authorizations (including invoices for such).

**Receiving Agency's Acceptance:** The receiving agency has the following options in accepting and certifying services;

- 1) **Electronically:** The client agency may accept and certify services electronically via GSA's electronic Web-Based Order Processing System, currently ITSS, by accepting the Acceptance Document generated by the contractor. Electronic acceptance of the invoice by the CR is considered concurrence and acceptance of services. **NOTE:** The Government's preference is that receiving agency's acceptance is conducted electronically.
- 2) **On Paper Copy:** The client agency may accept and certify services by providing written acceptance with the signature of the authorized client representative and the date of acceptance.

Electronic and/or written acceptance of the invoice by the CR is considered concurrence and acceptance of services. Regardless, of the method of acceptance the contractor shall seek acceptance and electronically post the acceptance document in GSA's electronic Web-based Order Processing System, currently ITSS. (Written acceptances will be posted as an attachment along with any other supporting documentation.) After acceptance of the invoice by the CR, the Contractor shall submit a proper invoice to GSA Finance not later than five (5) workdays after acceptance by the Government of the product, service, and/or cost item.

Note: The acceptance of the authorized agency customer representative is REQUIRED prior to the approval of payment for any invoiced submitted. Although this acceptance may occur in two ways, electronically or in paper copy, at least shall be obtained prior to the approval of payment. In order to expedite payment, it is strongly recommended that the contractor continue to include the receiving agency's WRITTEN acceptance of all the services or products delivered, with signature of the authorized agency customer representative and the date of acceptance, as part of the submission documentation.

Note: If any invoice is received without the required documentation and, (A) the customer's signed written acceptance OR (B) the customer's electronic acceptance, the invoice shall be rejected in whole or in part as determined by the Government.

Posting Invoice Documents: Contractors shall submit invoices to GSA Finance for payment, after acceptance has been processed in GSA's electronic Web-Based Order Processing System, currently ITSS. The contractor has the option of posting the invoice on GSA's Finance web site, [www.finance.gsa.gov/defaultexternal.asp](http://www.finance.gsa.gov/defaultexternal.asp) or mail to the address shown on BLOCK 24 of the GSA FORM 300.

Note: Only use one method of submission, web site or regular U.S. mail, but not both.

U.S. Mailing Address:  
GSA BCEB  
PO BOX 219434  
KANSAS CITY, MO 64121-9434

**Content of Invoice:** The contractor's invoice will be submitted monthly for work performed the prior month. The contractor may invoice only for the hours, travel and unique services ordered by GSA and actually used in direct support of the client representative's project. The invoice shall be submitted on official letterhead and shall include the following information at a minimum.

- 1) GSA Task Order Number
- 2) Task Order ACT Number
- 3) Remittance Address
- 4) Period of Performance for Billing Period
- 5) Point of Contact and Phone Number
- 6) Invoice Amount
- 7) Skill Level Name and Associated Skill Level Number
- 8) Actual Hours Worked During the Billing Period
- 9) Travel Itemized by Individual and Trip (if applicable)
- 10) Training Itemized by Individual and Purpose (if applicable)
- 11) Support Items listed by Specific Item and Amount (if applicable)

**Final Invoice:** Invoices for final payment must be so identified and submitted within 60 days from task completion. After this submission, no further charges are to be billed. A copy of the written client agency acceptance of task completion must be attached to final invoices. The contractor shall request from GSA an extension for final invoices that may exceed the 60-day time frame.

The Government reserves the right to require certification by a GSA COTR before payment is processed, if necessary.

### **Close-out Procedures**

**General:** The contractor shall submit a final invoice within sixty (60) calendar days after the end of the Performance Period. After the final invoice has been paid the contractor shall furnish a completed and signed Release of Claims (GSA Form 1142) to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

### **Payment Information**

The following procedures, if followed, will ensure timely payment of invoices.

#### **Invoice submission is a two-step process:**

- 1) Create an Invoice Acceptance Document in IT-Solutions Shop to obtain Client and GSA Acceptance.
- 2) Submit the Invoice to GSA Finance either electronically (preferred method), or mail the original invoice to the address stated in the purchase order.

#### **A. To submit your invoice to ITSS for Client Acceptance, follow these steps.**

- 1) Log onto the Internet URL <http://web1.itss.gsa.gov>.
- 2) Log into ITSS using your assigned username and password.
- 3) Once logged in, click on “Create Support Documents”.
- 4) Once in the Create Support Documents field, you will see a list of awarded task order numbers and a pull down menu that reads <<Select Support Document>>. Select the appropriate task order number by highlighting it, then click on the pull down menu; select “Acceptance Information” and click on the “Create” icon.
- 5) You are now on the page where you will enter the delivery date and invoice number—do not use special characters in the invoice number and be sure to use exactly the same invoice number and value for GSA Finance. You have the opportunity to send comments to the client (receiving activity) in the detailed comments block. You must attach an electronic copy of your invoice. Click on the thumbtack “Attach” icon to bring up the attachments page. When you are done attaching the invoice, click on the “Submit” button at the bottom of the page to complete the process.

When the acceptance document is submitted, emails requesting acceptance are automatically sent to both the Client and the GSA Project Manager (PM). They will accept, partially accept, or reject the invoice, normally with explanatory comments. The Client will also indicate the amount approved for payment. The system will automatically notify you, the Vendor, of acceptance or rejection of the invoice.

If you need assistance or have any questions regarding the acceptance and approval process, please contact the ITSS Help Desk at the toll free number 1-877-243-2889. Be sure to have the order number or act number available.

**B. AFTER (and only AFTER) you receive acceptance through ITSS, you must then submit your invoice to the GSA Finance Office for payment, using ONE of the following two methods. DO NOT DO BOTH.**

#### **Method 1 – Electronic Submission (This is the preferred method)**

If you do not have a password, go to [www.finance.gsa.gov](http://www.finance.gsa.gov) and click on “Get a Password for Payment Searches” under “Quick References” on the left side of the screen. Fill out the form and submit. You should receive your password within 24 hours.

- 1) Log into the GSA Finance website at [www.finance.gsa.gov](http://www.finance.gsa.gov).
- 2) Click on “Click here to Login”.
- 3) Enter your password\* and click “login Do not use the “Enter key”. Use the mouse to click on “Login.” Using “cut and paste” may not work; you may need to type your password which is not case sensitive.
- 4) Select “submit invoice”.
- 5) Select “All POs”.
- 6) Find the ACT# or PDN# you are invoicing against and select it. A form will appear that you fill in with your invoice information. Be sure to use the same invoice number (do not use special characters) and value which you used in the ITSS Acceptance document. If you are resubmitting a rejected invoice, add an “R” or an “A” to the end of the original invoice number or use an entirely new invoice number. The GSA system will not let you use an invoice number you have used before.
- 7) Fill in the information requested. All fields marked with an asterisk (\*) are required fields.
- 8) When complete, click “continue”. If you have made any errors, you will receive an error message. (Worth noting: dates are in mm/dd/yyyy format, money amounts have no \$ signs or commas, only a decimal point.) Correct the error and click “continue” again.
- 9) You will have an opportunity to upload any backup material as attachments after clicking “submit” on the next screen.
- 10) Add any invoice backup material as attachment.

If you have questions please e-mail [FW-PaymentSearch.finance@gsa.gov](mailto:FW-PaymentSearch.finance@gsa.gov) or call the Customer Support Desk at 1-817 / 978 2408. Anyone there will be able to assist you.

## **Method 2 – Hard Copy Submission**

- 1) Return to the ITSS “Acceptance Information” page (per the above instructions) and print the page showing the client’s acceptance.
- 2) Mail your original invoice (on official company letterhead), accompanied by the client’s acceptance page, to the GSA Finance Office in Ft Worth, at the address shown in Block 24 (below) of this document. Please ensure that the GSA Delivery Order Number and the ACT Number (found in Blocks 2 and 4 of this GSA Form 300, respectively) are clearly shown on your invoice.

**C. To check the payment status of an invoice, go to [www.finance.gsa.gov](http://www.finance.gsa.gov).** Click on “Click here to Login” Enter your password and click “login. **DO NOT USE THE ENTER KEY. USE THE MOUSE TO CLICK ON “LOGIN”.** Please note that using “cut and paste” may not work. You may need to type your password which is not case sensitive.

- 1) Select “Payment Search”. This shows paid invoices.
- 2) If your invoice is not there, select “View Invoice”, then “all unpaid invoices”. (You may also select "search unpaid" and enter specific criteria to narrow the search.)

- 3) If your invoice is not there, back up one page and select “all rejected invoices” under “View Invoice”. (You may also select "search rejected" and enter specific criteria to narrow the search.)

Remember that once an invoice shows in the “rejected invoices” section, it will always be there. They do not disappear when an invoice is resubmitted and paid. Your invoice could appear in this section multiple times if rejected multiple times.

If you have questions please e-mail [FW-PaymentSearch.finance@gsa.gov](mailto:FW-PaymentSearch.finance@gsa.gov) or call the Customer Support Desk at 816-926-7287. Anyone there will be able to assist you.

## **17.0 FAR CLAUSES**

### **FAR 52.217-9 - Option to Extend the Term of the Contract**

### **FAR 52.224-1 - Privacy Act Notification**

### **FAR 52.224-2 - Privacy Act**

### **FAR 52.452-5 - Government Property**

### **FAR 52.204-9 - Personal Identity Verification of Contractor Personnel**

- 1) The contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.
- 2) The contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system

### **FAR 52.237-3 - Continuity of Services**

Pursuant to FAR Clause 52.237-3 - Continuity of Services (JAN 1991) (DEVIATION – MAY 2003), the contractor shall comply with the following:

- 1) The contractor recognizes that the services under this contract are vital to the ordering activity and must be continued without interruption and that, upon contract expiration, a successor, either the ordering activity or another contractor, may continue them. The contractor agrees to-
  - i) Furnish phase-in training; and
  - ii) Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.
- 2) The contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.
- 3) The contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this

- contract. The contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.
- 4) The contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

End of PWS